



# CROWNE PLAZA<sup>®</sup>

— BY IHG —

## DOKSHOP USER GUIDE

**dokshop**  
powered by prisma

The customer service team at Prisma is here to help.  
If you need technical assistance, please reach out to us.

T 888-365-7411

E [dokshop@poweredbyprisma.com](mailto:dokshop@poweredbyprisma.com)

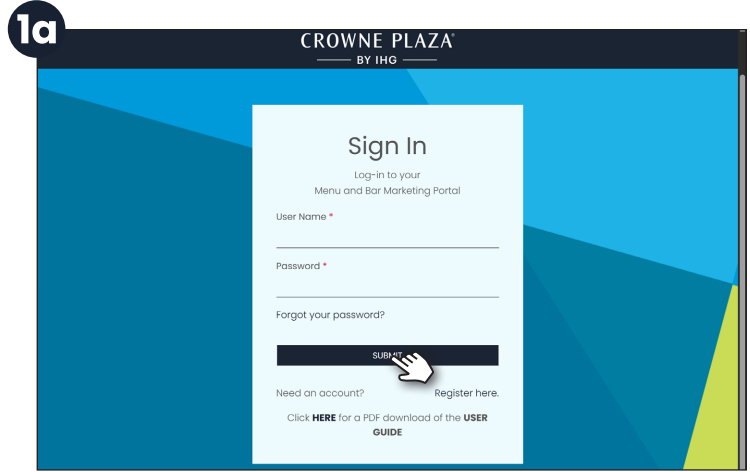
2937 East Broadway Road, Phoenix, Arizona 85040

M-F, 8am-5pm (MST)

# 1 LOGIN/REGISTER

Visit [crownplaza.dokshop.com](http://crownplaza.dokshop.com) to log into your Dokshop account.

If you are a new user, click **Register Here** to register for an account.



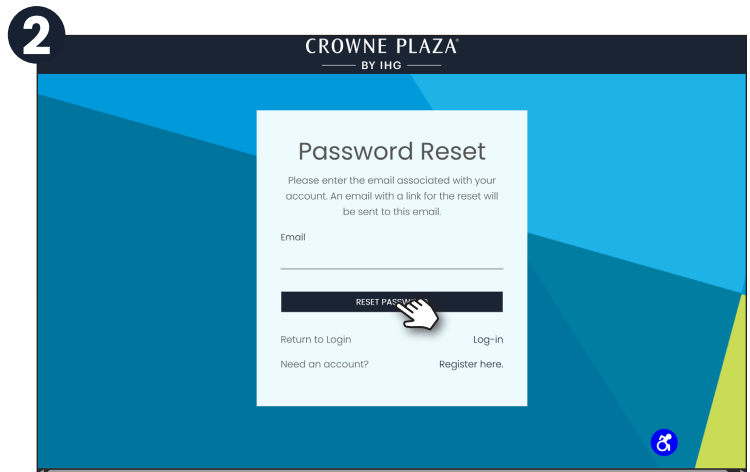
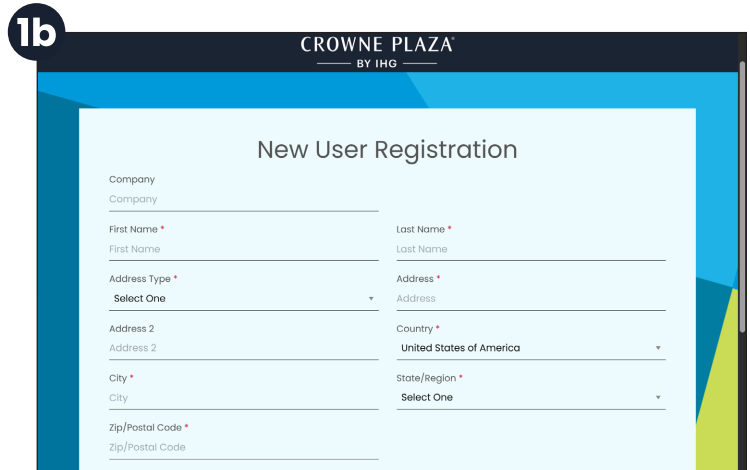
# 2 FORGOT/RESET PASSWORD

If you have forgotten your password, you can reset it on the login screen by clicking the **Forgot your password?** link.

You will then be instructed to enter the email linked to your Dokshop account. Once entered, select **Reset Password**.

Once submitted, the system will confirm the entered email is attached to an active account. You will receive a password reset email once confirmed. Open the email and click the link to reset/change your password. Make sure to record your new password where you will have access to it.

Go back to the login screen and enter your new password.



### 3 WELCOME PAGE

On the welcome/home page, you have access to the following:

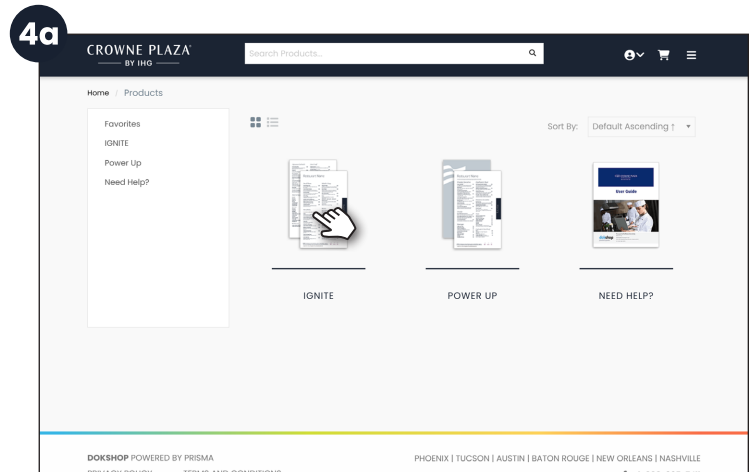
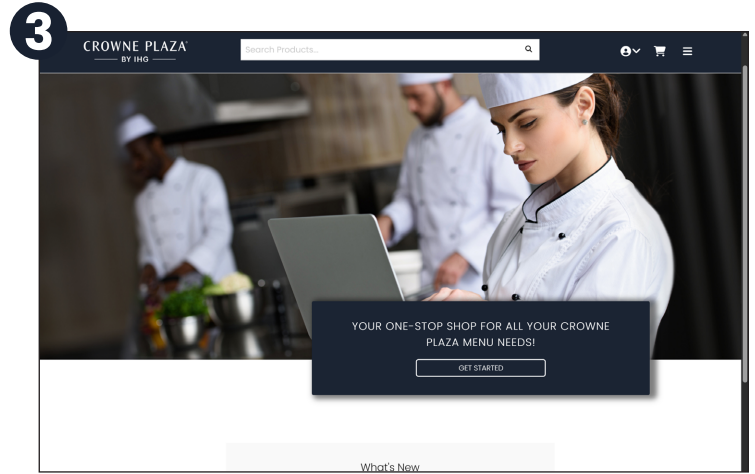
- **Search** – Find items by keywords.
- **Shopping Cart** – Select the shopping cart to view items in your open cart.

Hover over the person icon in the top right corner to view the following:

- **Profile** – View account settings and favorites page.

Hover over the hamburger (3 bars) icon in the top right corner to view the following:

- **Products** – View available categories and order products. (The “Get Started” button on the welcome page takes you to the products page as well.)
- **Saved For Later** – Find saved carts from previous shopping sessions.
- **Contact** – Contact the Dokshop Customer Service Team for support.



### 4 PRODUCTS

Select **Products**, then choose a product category.

On the top level of a product, you can see the product name and order descriptions.

Select the **Preview** link to view a larger preview image.

You can also select **View Details** to see production and pricing information.

Select the **Favorites** star to save the product to your Favorites section.

If you wish to order an item, select **Add to Cart & Customize**.

If you do not see a product that you need, please contact your corporate office.



# 5 MENU ORDERING

## Pricing

**5a** To begin, if you have not generated pricing previously, you will NOT be able to proceed. If this is your first time or if you need to edit a data set (saved menu), click the **Edit** button.

**NOTE:** If you are editing a previously submitted and declined menu, please refer to step 13 (page 8).

**5b** Once you click **Edit** you will be directed to the menu pricing page. Here, you will start by entering a name for your data set. It is recommended that you use your Inn Code.

- Example: INNCODE August 2025

Once you have named your pricing, click **Add**.

Once you have added the data set, you will be directed to the saved pricing page.

You will then add pricing for the items on your menu. Some sections may require you to select items from a drop down list before you enter pricing.

## Sample Menu: Add/Edit Your Menu Items

### 5c BREAKFAST SPECIALTIES

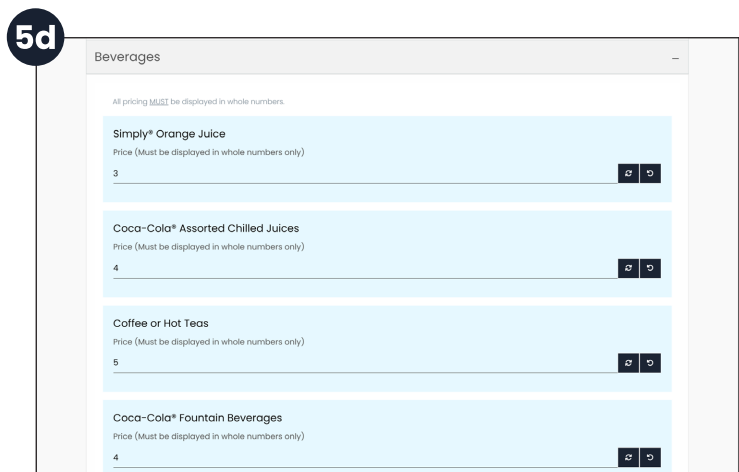
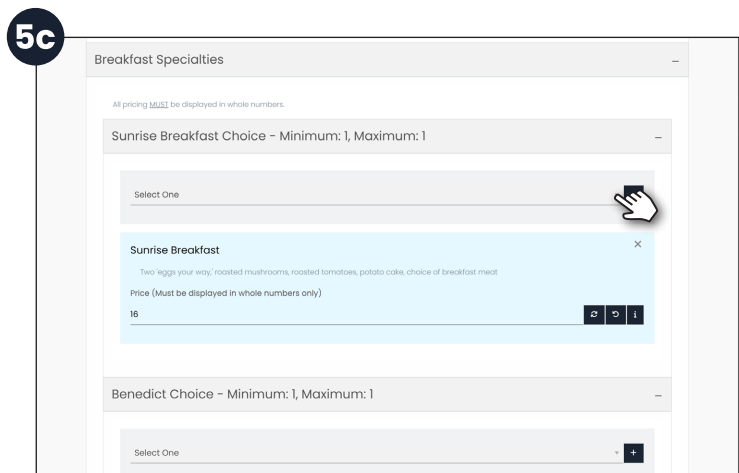
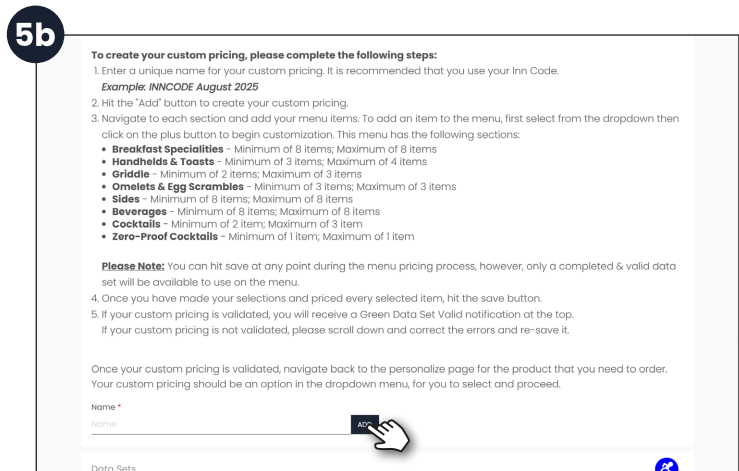
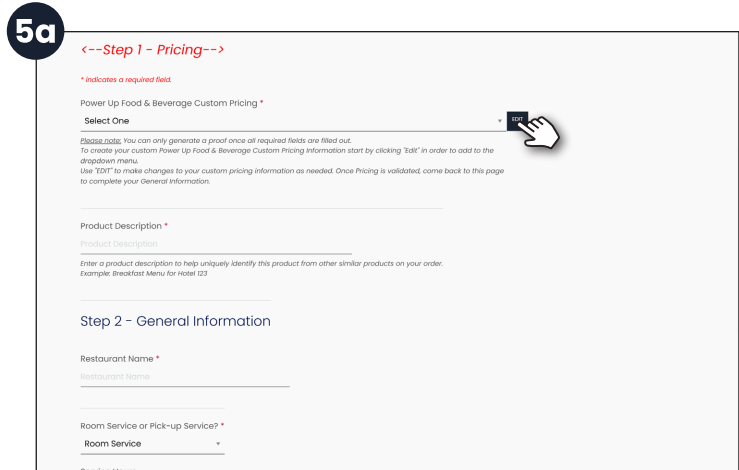
In this section, you will be required to select your menu items from the drop down list until you reach the maximum required items for this section. Once you have selected all of your items, you will then fill in the pricing.

### 5d BEVERAGES

In this section, some items will be defaulted (you will only be required to fill in the pricing for those items) and other option items will be selected from a drop down list. Then you will enter the pricing for them.

Once all the pricing is filled out, click **Save**.

**NOTE:** When inputting menu for IGNITE, there are two pricing sections, one for food and one for alcohol/beverage. Both must be completed to generate a proof in the next steps.



# MENU ORDERING cont.

**5e** If your pricing is NOT valid, you will see a yellow note at the top of the web page. Please scroll down and fix any errors that are highlighted in red. The errors could include not adding enough items to each section or not following any specific guidelines when it comes to pricing.

**5f** If your pricing is valid, you will see a green note at the top of the web page.

Once your pricing is validated, click **Back**. This will return you to the data set menu pricing page, then click **Back** again. This will return you to the field page to finish ordering your menu.

After filling out your pricing, select and fill out the remaining required and/or optional fields on the customization page.

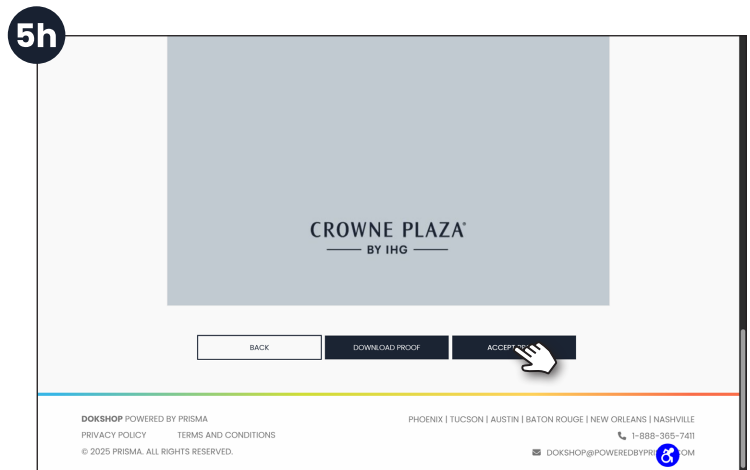
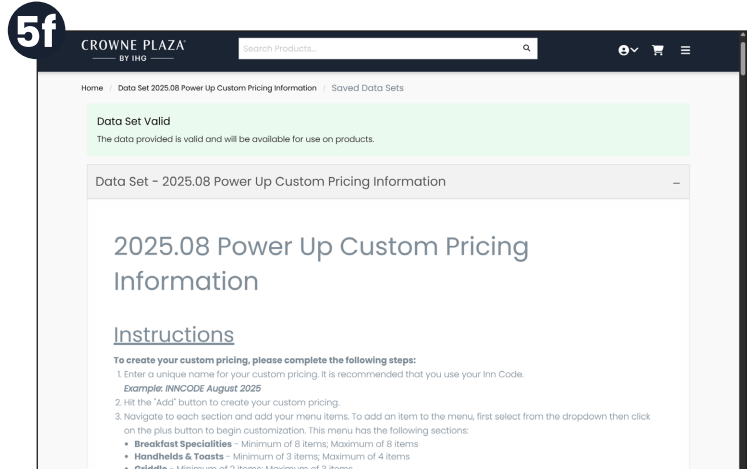
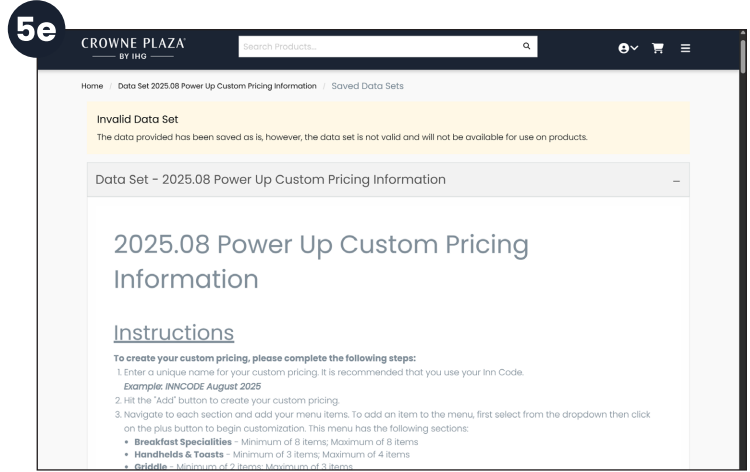
NOTE: \*indicates a required field.

**5g** Once you have filled out the form page, click **Generate Proof** to view your proof.

A proof of the product will be displayed for your review. **Please note that this proof is an exact representation of what will print on the final product. Customized products cannot be returned, so please review your proof carefully before accepting.**

**5h** You may select **Back** to make edits. If you are happy with your proof, select **Accept Proof** to continue.

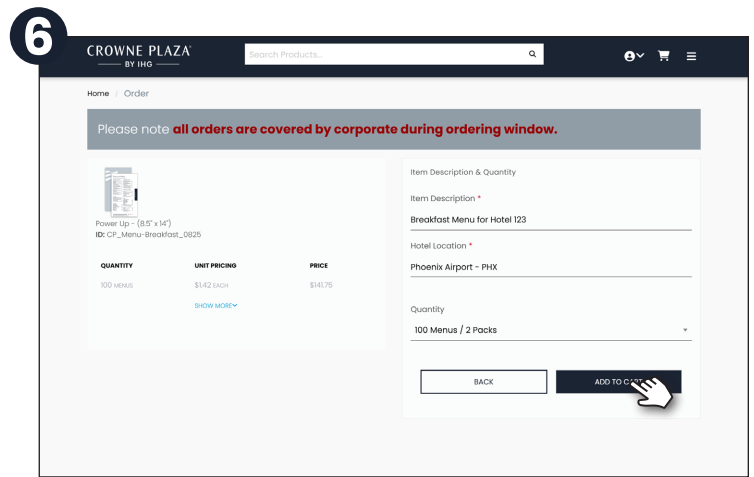
**PLEASE NOTE:** There is an approval process, so all your orders will need to be approved before going to production. This may include a waiting period.



## 6 ITEM DESCRIPTION & QUANTITY

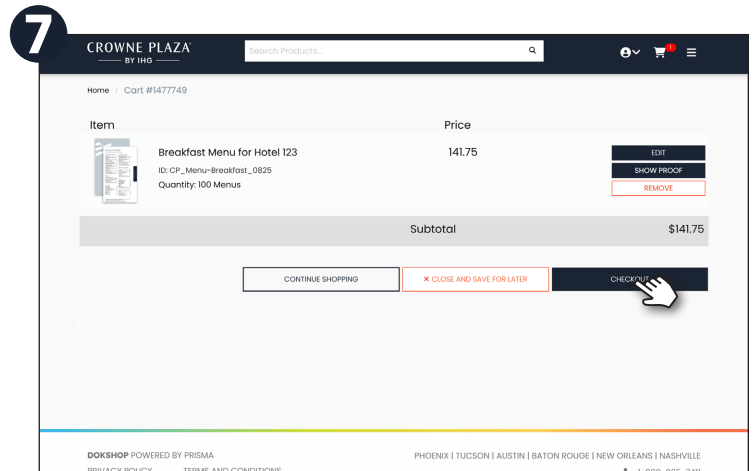
After selecting and personalizing an item, you will go to the **Order** page. On this page, you can enter the **Item Description** (i.e. Breakfast Menus for Hotel 123) and choose your desired **Quantity**.

When finished, select **Add to Cart**.



## 7 CART

Once in your shopping cart, you may select **Continue Shopping**, **Close and Save for Later**, (accessible from Save for Later link) or **Checkout**.



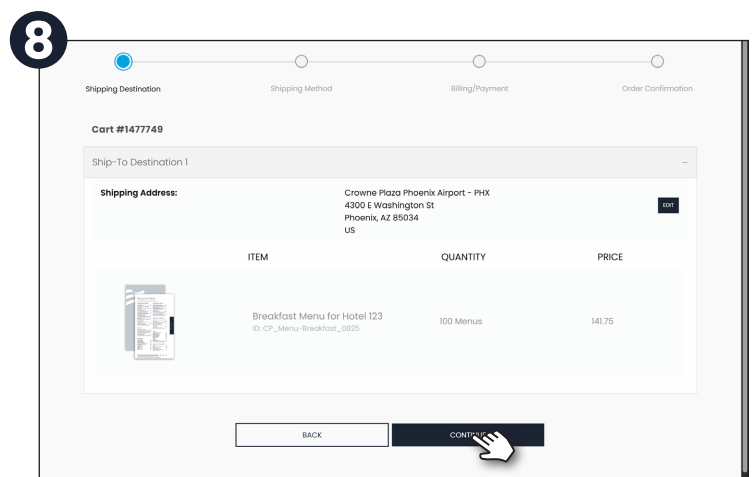
## 8 SHIPPING DESTINATION

When you select **Checkout** from the cart, you will see the Shipping Destination page.

If you have an address connected to your account, it will populate under the shipping address. Click **Edit** if you'd like to edit the shipping address.

You can also select **Move Item to New Ship-To Destination** if you want to send different line items to different destinations.

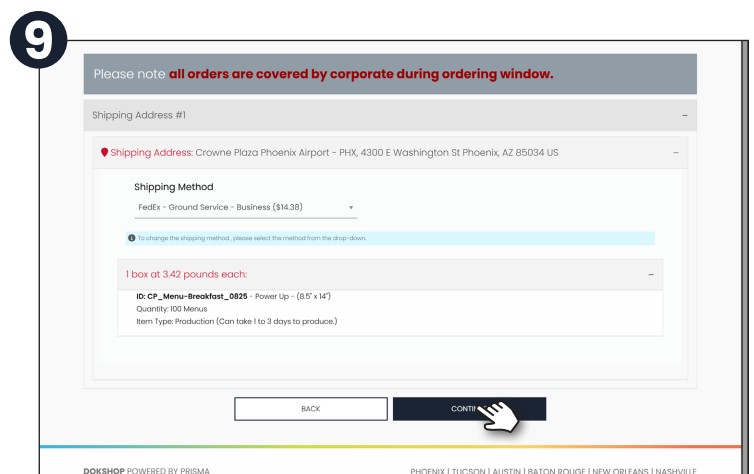
Select **Continue** to review your order shipping methods.



## 9 SHIPPING METHOD

Review and select your desired shipping method.

Select **Continue** to go to the billing/payment page.



## 10 BILLING/PAYMENT

Your order will be summarized for your review.

You must enter an order description (used in your order history).

Verify your contact information. If you wish to send order and shipping confirmations to multiple email addresses, separate with a ",".

Once completed, select **Submit Order**.

Please note **all orders covered by corporate during ordering window. Hotel is responsible for cost after ordering window closes.**

10

ITEM	QUANTITY	PRICE
POWER UP - (S) X (M)	100 MENUS	141.75

Sub Total	141.75
Tax	12.90
Postage	0.00
Estimated Shipping	19.38
<b>Order Total</b>	<b>174.03</b>

## 11 CONFIRMATION

An order confirmation will display and be emailed to the order email address. In addition, a shipping confirmation with tracking information will be emailed when your order is on its way.

Please note that all orders go through an approval process. If you need an update, please reach out to [dokshop@poweredbyprisma.com](mailto:dokshop@poweredbyprisma.com).

11a

Thank you for your order!

Your order has been successfully submitted.

Order Number 1469451	Order Submitted 07/16/2025 3:08 PM	Company Name Crowne Plaza (IHG/Six Continents)
Confirmation Number 1469451CROWN841BG	Order Description Breakfast Menus for Hotel 123	Contact Phone 999-999-9999
Order Created 07/16/2025 3:08 PM	Ordered By Firstname Lastname	

ITEM NAME	QUANTITY	PRICE
Breakfast Menu for Hotel 123 ID:CP_Menu-Breakfast_0825	100 Menus	141.75
	Subtotal	\$141.75
	Tax	\$12.90
	Postage	\$0.00

## 12 ORDER HISTORY

You can check your order's progress via the **Orders** page. To view this page, go to **Profile**, then click **Orders** on the left side of the webpage.

On this page, you can view a detailed order summary with order contents, current order status, and tracking information.

If you wish to order a previously ordered product, select the **Reorder** button.

11b

**Order Detail**

Order Number: 1469451  
 Order Confirmation #: 1469451CROWN841BG  
 Company Name: Crowne Plaza (IHG/Six Continents)  
 Order Description: Breakfast Menus for Hotel 123  
 Order Created on: 07/16/2025 3:08 PM  
 Order Submitted on: 07/16/2025 3:09 PM  
 Order Submitted by: Firstname Lastname (phone: 999-999-9999)

**Line Item Detail**

Item: CP\_Menu-Breakfast\_0825  
 Line Item #: 3682290  
 Description: Breakfast Menu for Hotel  
 Sell Price: 141.75

12

**Orders**

Order Status: All | Order Age: Last 15 Days

Order Number: 0

Item Description: Enter your Item Description

Size: 25 Orders | entries | Sort Field: Order Number | entries | Sort: Descending | entries

Result - Orders

Action	Order Number	Status	Order Desc	Created By	Created	Submitted
No Record To Display						

## 13 RESUBMITTING MENUS

If your order is denied, you will need to navigate to your saved cart and make edits to your menu.

Hover over the hamburger (3 bars) icon in the top right corner and select **Saved for Later**.

Then, select **Resume** on the cart you need to edit. From there you will make edits to your menu and proceed through the checkout process again.

The screenshot shows the 'Saved For Later' page in the Crowne Plaza IHG system. The page includes a search bar at the top, a sidebar with navigation options, and a table of saved items. A hand cursor is pointing to the 'RESUME' button in the table.

Action	Cart Number	Item Desc	Qty	Created Date
<a href="#">RESUME</a> <a href="#">DELETE</a>	1477969	Breakfast Menu For Hotel 123	100	07/17/2025